



Introducing
healthwatch
Sheffield

About Healthwatch

We are Healthwatch Sheffield. Every Local Authority area has a local Healthwatch.

- Independent from Local Authority and the NHS
- Statutory duties and statutory powers
- Healthwatch Sheffield is hosted in VAS
- Healthwatch England – umbrella body

Page 84



Our objectives

1. Improve access to health and care services through information and advice
2. Support local people to have their say
3. Influence the way health and social care services are designed and delivered
4. Influence a stronger culture of involvement across health and social care services

Our reach

Our people



6

Staff deliver the Healthwatch service to communities across Sheffield

21

Volunteers generously give up their time to understand local people's views, provide advice and help improve services.

- Partnership working with Voluntary Action Sheffield and community organisations across the City is also key to our work.
- We work together with other Healthwatch across South Yorkshire

Statutory duties

Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews

or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC), and to make recommendations to Healthwatch England to publish reports about particular issues.



Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services.



Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.



Providing advice and information about access to local care services so choices can be made about local care services.



Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.



Formulating views on the standard of provision and whether and how the local care services could and ought to be improved, and to share these views with Healthwatch England.



Providing Healthwatch England with intelligence and insight to enable it to perform effectively.



Making reports and recommendations about how local care services could or ought to be improved.

These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services, and shared with Healthwatch England.





Scrutiny

Healthwatch may identify issues of broader concern that they have been unable to resolve. In these circumstances they may decide to refer the issue to the council's overview and scrutiny process.

- the local authority must acknowledge receipt of the referral within 20 working days, and.....
- Keep the local Healthwatch informed of any action taken in relation to the matter

Page 88

What Healthwatch can do to support work of Scrutiny

- Share our regular What have we been hearing? Briefings and focussed reports
- Bring Healthwatch insight into the agenda setting for the committee
- Bring our insights into particular topics where we have them
- Support the committee to involve the public and patients

Page 89

What Scrutiny can do to support the work of Healthwatch

- Read our regular briefings and reports

Page 90

Share our opportunities for involvement with people in your ward

- Share information about the Healthwatch service with people in your ward